Sub	Substitute for form 1449A/PTO			Complete if Known		
INI		TION DIOC	N OOUDE	Application Number	10/673,115	
INFORMATION DISCLOSURE				Filing Date	09-26-2003	
5	STATEMENT BY APPLICANT			First Named Inventor	Flockhart	
				Art Unit	3623	
				Examiner Name	KARDOS, NEIL R	
Sheet	1	of	1	Attorney Docket Number	4366-108	

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number Number-kind Code ^{2 (if known)}	Publication Date MM-DD-YYYY	Name of Patentee of Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
/N.K./	1	5,901,214	05/04/99	Shaffer et al.	
30000	2	6,058,179	05/02/00	Shaffer et al.	
000000	3	6,587,831	07/01/03	O'Brien	
	4	6,718,330	04/06/04	ZENNER	
	5	6,801,520	10/05/04	Philonenko	
V	6	2002/0029213	03/07/02	Borissov et al.	

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. ¹	Foreign Patent Document Country Code ³ ; Number⁴; Kind Code ⁵ (<i>if known</i>)			Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)				
Examiner Initials*	Cite No. ¹			
/N.K./	7	Spraetz, Out with the new, in with the old: A look at scheduling alternatives, Customer Inter@ction Solutions; Nov. 2001: 20,5.		
/N.K./	8	www.EIX.com (1998-2002) (http://web.archive.org/web/20020803000353/http://www.iex.com): Totalview" The Workforce Management Solution, Totalview Product Literature: The Perfect Fit		
/N.K./	9	www.EIX.com (1998-2002) (http://web.archive.org/web/20020803000353/http://www.iex.com): Totalview" The Workforce Management Solution, TotalView Product Literature: TotalView's Agent Webstation		
/N.K./	10	Business Editors, Microdyne Outsourcing Rolls Out RightForce Workforce Management to Manage Bi-Coastal Contact Center and E-Services Staff Business Wire. New York: Dec 4, 2001. pg. 1		
/N.K./	11	Business Editors, High Tech Editors. IEX Enhances Award-Winning Workforce Management Solution Business Wire. New York: Jul 31, 2001. pg. 1.		

	Examiner Signature	/Neil Kardos/	Date Considered	11/24/2008
--	-----------------------	---------------	--------------------	------------